



Arkansas Department of Workforce Services

2012 Annual Report

From the Director

Last year was a busy and exciting one for the Department of Workforce Services!

We purchased a new occupational skills assessment system, opened new Workforce Centers, received several new grants to train Arkansans for high-wage jobs, and graduated another Leadership Development Class.

In addition to all this, we received recognition for outstanding services and programs. DWS received the 2012 American Institute for Full Employment Best Practices Award, an honor from such a prestigious organization.

Also, our very own center in Conway was recognized as First Runner-Up for Best Employment Agency. This honor means a lot because it was based on surveys completed by the very customers we serve in Faulkner County.

While it is good to celebrate accomplishments, there is still work that must be done. In an effort to become the best this agency can be, DWS senior leadership launched the "Good to Great" initiative in 2012. Throughout 2013, senior leaders are identifying best practices and areas that need improvement in an effort to provide the best services possible to our customers.

As we look ahead to the new year, our goal is to build on 2012 accomplishments and become better than "good." We're striving to become "great."



DWS Director Artee Williams

Vision: To be Arkansas' preferred provider of workforce services and solutions.

Mission: To enable the Arkansas workforce to compete in the global economy by linking a comprehensive array of services for employers and job seekers.

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"Equal Opportunity Employer/Program"
"Auxiliary aids and services are available upon request to individuals with disabilities."
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Recognition

Conway Office Award ... Residents of Faulkner County voted the Arkansas Workforce Center at Conway as First Runner-Up for Best Employment Agency in 2012.

"I am extremely proud of our staff at the Conway office for achieving this recognition," said DWS Director Artee Williams. "This honor is extremely

important because it came from our customers and reflects the outstanding customer service the Conway office provides."

Around 30 employees from DWS, Workforce Investment Act programs and other partners work at the Conway office, which provides employment services to both employers and job seekers.



Best Practices Award ... DWS received the 2012 Full Employment Best Practices Award from the American Institute for Full Employment.

The institute recognizes a state agency that best shows its commitment to re-employing unemployment insurance claimants by using innovative programs. DWS was recognized for the success of its Re-Employment Services Pilot Program.

The program identifies UI claimants who are likely

to exhaust their UI benefits and requires them to complete additional career assessments, online job search skills training and additional career counseling appointments in an effort for them to return to the workforce as quickly as possible.

"To be recognized by a national organization for our efforts is encouraging and rewarding as we engage the journey from 'Good to Great,'" Williams said.

Career Readiness Certificate

Since the Governor's Workforce Cabinet launched the Arkansas Career Readiness Certificate in January 2008, more than 45,000 CRCs have been awarded around the state.

The certificate measures a job seeker's workplace skills in Reading for Information, Applied Mathematics and Locating Information, skills that all jobs require.

In 2012, a new level of certification was added to the program. Job seekers can now earn a platinum certificate, which certifies that they have the skills for 99 percent of the more than 18,000 jobs profiled by ACT.

The CRC not only builds morale among job seekers by giving them another credential they can use to market themselves, it benefits employers as well.

Employers who use the certificate as part of their hiring process find that it dramatically reduces their turnover, overtime and training costs because they know they are hiring qualified individuals.

The certificate is signed by the governor and director of the Department of Workforce Services and is good for a lifetime.

Arkansas Career Readiness Certificates Awarded

January 2012 to December 2012

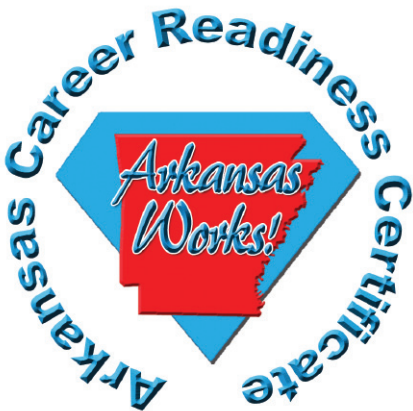
Platinum:	23
Gold:	2,078
Silver:	6,603
Bronze:	1,808
2012 Total:	10,512

January 2008 to December 2012

Platinum:	23
Gold:	8,242
Silver:	25,963
Bronze:	10,815
Total:	45,043

Partner Agencies

- Arkansas Department of Workforce Services
- Arkansas Workforce Investment Board
- Arkansas Economic Development Commission
- Arkansas Department of Career Education
- Arkansas Department of Education
- Arkansas Department of Higher Education
- Arkansas Science & Technology Authority
- Arkansas Association of Two-Year Colleges



Office Relocations

Helena and Brinkley ... The Arkansas Workforce Centers in Brinkley and Helena relocated in 2012.

The center at Helena moved to 819 Newman Drive and consolidated staff from two different Helena locations and the Marianna office. This allows staff to better serve residents of Helena, Marianna and surrounding communities.

"The new location allows staff from multiple offices to assist job seekers and employers at one central location," said DWS Director Artee Williams. "Staff can now host job fairs at the new site and better network with employers."

Besides DWS, other partner agencies include

the Arkansas Human Development Corporation.

The center at Brinkley moved to its new location at 401 W. Fourth St. after being at its previous location for about 30 years. The new location provides more space and allows staff to better serve clients.

Center partners include the Central Arkansas Planning and Development District (which provides Workforce Investment Act services to adults, youth and dislocated workers), Crowley's Ridge Technical College-Adult Education, Tri-County Rural Health, Arkansas Rehabilitation Services, Social Security Administration, Legal Aid and Veterans Affairs.



Hope Center ... Construction began on a new Workforce Center in Hope, which will include renovating about 1,200 square feet of the existing Hope Migrant Center administration building and adding approximately 5,000 square feet of new space.

The Workforce Center on Elm Street will relo-

cate to the complex after construction is complete, which is scheduled for the fall of 2013.

In addition to DWS, other Workforce Center agencies that will move to the new location include Workforce Investment Act partners and the Arkansas Human Development Corporation.

TORQ and COOP Review

TORQ ... In 2012, DWS purchased the Transferable Occupation Relationship Quotient system.

Known as TORQ, the occupational skills assessment system is used in the Arkansas Workforce Centers to help customers assess their skills and identify jobs for which they may be qualified.

The system is unique in that it compiles a list of skills a job seeker has based on previous work and volunteer experience. It then takes that list of skills, identifies other occupations for which the job seeker may be qualified and matches that job seeker to real-time job openings around the state.

If skill gaps exist, the system will list them in addition to educational institutions where the job seeker can get assistance.

"The TORQ system is another tool DWS and the Arkansas Workforce Centers are using to help job seekers find employment," DWS Director Artee Williams said. "The system is beneficial because it identifies potential occupations that job seekers may not have thought about before."

The system has been very successful. More than 20,000 assessments were completed in 2012.



COOP Review ... DWS recently received an excellent evaluation from an independent evaluator who reviewed DWS' Continuity of Operations Plan.

The U.S. Department of Labor requires each state workforce agency to have a plan that outlines how the agency will continue to provide essential programs and services in the event that a disaster disrupts Information Technology operations or the main facility is damaged.

DWS received supplemental funding from DOL to hire an evaluator to review the plan. The review process lasted four months, as the evaluator measured DWS' plan against 17 guidelines issued by DOL and offered suggestions.

By the time the process was complete, DWS' plan had met all of DOL's guidelines, with the evaluator giving DWS a score of 100 percent.

Training

Training Trust Fund ... DWS obligated more than \$3.3 million from the Training Trust Fund to businesses around the state in 2012.

More than 20 business and industry training projects were funded, with more than 3,000 individuals benefitting from the training.

The program was created in 2007 to help em-

ployers upgrade new and incumbent employees' skills in order to increase productivity and meet industry demands.

Priority is given to companies that can avoid layoffs by training workers, those that can show productivity will be increased, companies that are expanding and those that will replicate the training internally.

Apprenticeship Training ... Because apprenticeship is a great avenue for Arkansans looking for high-wage careers, DWS provided \$1.2 million from the Training Trust Fund to the Arkansas Apprenticeship Coalition to train individuals to become journeymen.

In 2012, 97 previously unemployed and underemployed individuals were enrolled in the training. Training will be completed over four or five years, depending on the skill trade, with each participant receiving a minimum of 2,000 hours of paid on-the-job training and 144 hours of classroom training for each year of the program.

Training programs are located around the state at the following locations: Ashdown, Batesville, Benton, Bentonville area, Camden, El Dorado, Forrest City, Fort Smith, Harrison, Hope, Jonesboro, Little Rock, Malvern, Mena, Mountain Home, Russellville, Searcy, Springdale, Stuttgart, Texarkana and West Helena.

Once training is complete, graduates will be journeyman painters, electricians, plumbers, and pipefitting, welding and sheet metal workers.



Grants

Nursing Grant... DWS received a \$4.9 million grant from the U.S. Department of Labor for the Arkansas Partnership for Nursing's Future project.

The grant is being used to hire and train additional faculty and provide more clinical oppor-

tunities so more nurses can be trained.

The goal is to train more than 1,500 Arkansans to move from CNAs to RNs to nurses with a Bachelor of Science in Nursing degree and beyond.



Data Quality Grant ... DWS received a Data Quality Grant for just under \$1 million to build a user interface to the state's education to employment tracking system.

The interface will allow users (college and university personnel, training providers, workforce professionals and state agencies) to develop

ad hoc reports on customers who complete fields of study and determine if those clients entered employment related to that field of study.

This capability will allow training providers and policy makers to determine if training programs are meeting the needs of employers.

Veterans Grant ... DWS received a \$1,250,000 grant from the U.S. Department of Labor, Veterans' Employment and Training Service to provide employment, training and supportive services to veterans.

The Arkansas Veterans Education and

Training Partnership will assist 450 veterans over a three-year period and train 360 for jobs in health care and energy efficiency/renewable energy.

Funding is available through the grant to offset training costs and for supportive services.

Outreach Efforts

Task Force ... The Governor's Dislocated Worker Task Force continued to assist workers who lost their jobs because of layoffs or closures.

The task force provided assistance to 120 companies that reported layoffs or closures affecting more than 5,900 people.

In addition to holding workshops and career fairs,

Information Desk ... Customers can now receive immediate assistance thanks to the new Information Desk that began operating in April 2012.

The DWS Information Desk serves as a single point of contact for customers. Staff answer callers' questions, refer them to program experts and gather feedback from customers to determine whether or not their needs were met.

In 2012, the Information Desk received more than 6,400 inquiries. Staff who work the Information Desk can be reached by calling 1-855-225-4440 or (501) 682-2121.

Career Expos ... Department of Workforce Services and Arkansas Workforce Center employees participated in numerous job fairs and business expos around the state in 2012.

Staff assisted job seekers and veterans with employment searches and résumés in areas such as Magnolia, Little Rock, Hughes, Sherwood and Jonesboro.

Facebook Page ... DWS launched a Facebook page in 2012 in an effort to reach its customers.

"Social media plays an important role, especially among our younger customers," DWS Director Artee Williams said. "We want them to know that we have jobs available and services to assist them

the task force utilized its fleet of Mobile Resource Units at more than 100 events around the state, ranging from job fairs to layoffs and closures.

The task force also piloted Transition Centers in 2012. Staff assisted workers with obtaining their Career Readiness Certificate, updating their résumé and performing job searches, with many finding new jobs before the layoff or closure occurred.



with their job search."

A job order is posted each day, and a listing of upcoming career expos also can be found at the site.

The page can be accessed by going to www.facebook.com/Arkansas.Workforce.

Mature Worker Awards



DWS and the Arkansas Workforce Investment Board recognized three Arkansas employers for their efforts to recruit and retain mature workers (those age 50+).

This was the fifth year the AWIB and DWS have partnered with the Governor's Work-Life Balance Initiative to present the Mature Worker Friendly Awards.

"We are pleased to recognize three outstanding employers this year who are going above and beyond when it comes to recruiting and retaining mature workers," DWS Director Artee Williams said. "These employers deserve to be recognized and serve as examples for other employers."

The Arkansas Educational Television Network is a three-time winner and was inducted as an ambassador this year. AETN joins Bank of the

Ozarks, which was inducted as an ambassador in 2011.

Liberty Bank and White County Medical Center (a two-time winner) were the other two winners. These two companies join other past winners: St. Vincent Health System, Saline Memorial Hospital at Benton (a two-time winner), Medic One Ambulance Service at Jonesboro and Nabholz Construction Corp. at Conway.

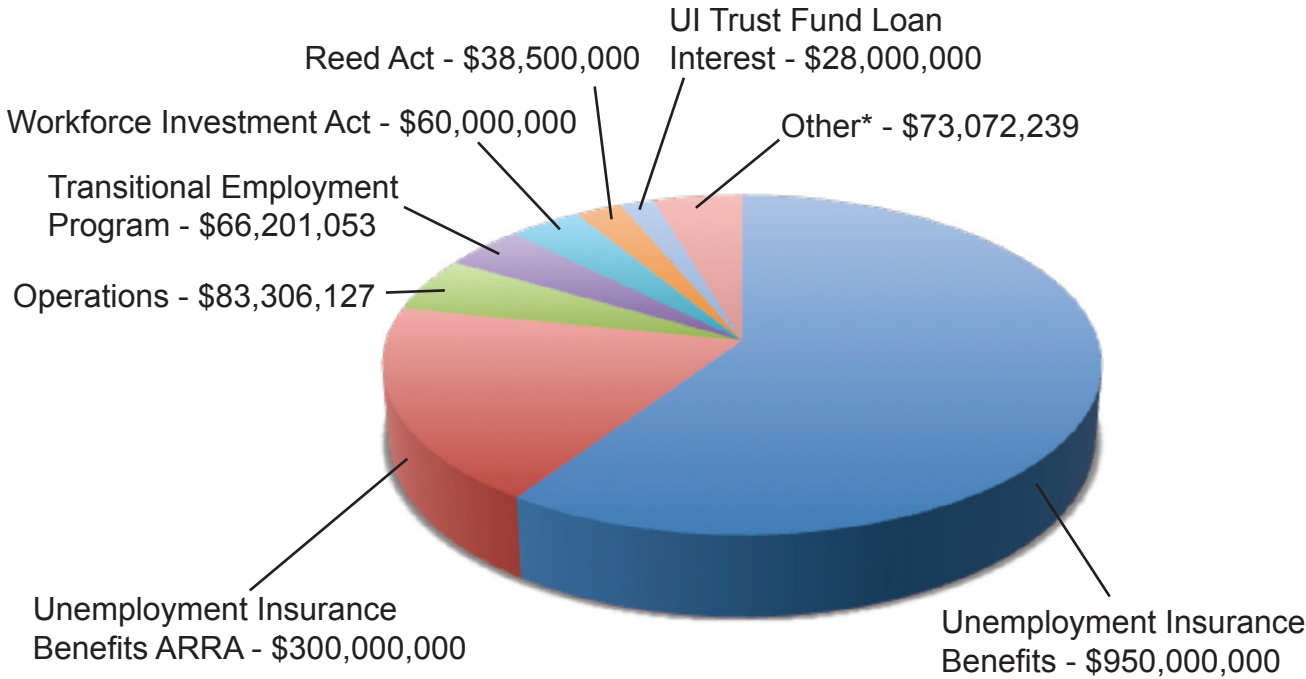
The Mature Worker Friendly Awards were developed by the Arkansas Mature Worker Initiative, an AWIB-led program that was implemented in 2006 to increase the awareness among employers of the need to hire and retain mature workers. The initiative also assists mature workers with finding employment through the Arkansas Workforce Centers and stresses the importance of being engaged in volunteer activities.

Financial Statement

Funds Received

Grants	FY 2012-2013
Unemployment Insurance Benefits	\$950,000,000
Unemployment Insurance Benefits ARRA	\$300,000,000
Operations	\$83,306,127
Transitional Employment Program	\$66,201,053
Workforce Investment Act	\$60,000,000
Reed Act	\$38,500,000
UI Trust Fund Loan Interest	\$28,000,000
Training Allowances & Payments*	\$26,250,000
Special Fund*	\$11,330,389
Reed Act ARRA*	\$9,595,093
Disaster Relief Payments*	\$5,000,000
Training Trust Fund*	\$5,000,000
UI Administration Fund*	\$5,000,000
Community Investment Initiative*	\$3,500,000
Workforce Investment Act ARRA*	\$2,500,000
Operations ARRA*	\$3,396,757
Loans to Workforce Investment Boards*	\$1,500,000
Total:	\$1,599,079,419

* Noted in the "Other" category in the chart below.



UI Trust Fund Status

Unemployment Insurance Trust Fund
December 31, 2012

Balance, Beginning of Year:	\$75,151,173
Receipts:	
UI Contributions	\$401,542,094
Reimbursement From Other States	\$18,665,437
Reed Act Share of Cash Proceeds	\$310,142
Rent Income	\$8,769
Interest Income	\$0
Title XII Advances	\$0
Total Receipts:	\$420,526,442
Total Balance Available to Pay UI Benefits:	\$495,677,615
Disbursements:	
Unemployment Benefit Payments	\$333,689,919
Interstate Benefits	\$7,097,275
Repayment of Title XII Advances	\$75,000,000
Total Expenditures:	\$415,787,194
Excess (Deficiency) of Receipts Over Disbursements:	\$79,890,421
Ending Balance, December 31, 2012:	\$79,890,421



Agency Statistics

2012 Highlights:

- A total of 253,686 individuals received employment assistance.
- A total of \$570,610,292 was paid in regular unemployment insurance, military and federal benefits, Emergency Unemployment Compensation, Extended Benefits and Federal Additional Compensation benefits.
- Employers filed 74,573 quarterly wage reports totaling \$89,569,020.38 through the online UI tax filing, wage reporting and payment site.
- The Arkansas New Hire Registry reported 780,844 new hires.
- A total of 2,581 veterans (the only authorized group for 2012) were certified for the Work Opportunity Tax Credit, resulting in potential tax credits of \$5,401,800 for Arkansas employers.
- A total of 629 Career Pathways Initiative participants received certificates of proficiency, 752 received technical certificates, 2,141 received employment certificates and 828 received associate degrees.
- DWS maintains several websites to assist job seekers, employers and the general public.
 - www.dws.arkansas.gov
 - www.ARJobLink.com
 - www.arjoblink.arkansas.gov
 - www.ArkansasAtWork.org
 - www.discover.arkansas.gov
 - www.real-life.arkansas.gov
 - www.careerwatch.org

